

# Unable to Delete Cisco Unity Subscriber with Unity SAWeb

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## Introduction

When you try to delete a Cisco Unity subscriber with SAWeb, this error message displays: Delete failed 0x80043307 (E\_NOTIFIER\_USER\_NOT\_MONITORED).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the Cisco Unity 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When you try to delete a Cisco Unity subscriber, the error message Delete failed 0x80043307 (E\_NOTIFIER\_USER\_NOT\_MONITORED) displays. This occurs in Cisco Unity 4.x when you delete a subscriber that is not set to use a Message Waiting Indicator (MWI) for message notification.

## Solution

**Note:** You can delete the subscribers with the **Bulk Subscriber Delete** tool or **Global Subscriber Manager** tool, which are located at the Cisco Unity Tools Depot [↗](#).

In order to delete the subscriber with SAWeb, perform these steps:

1. Login to the Cisco Unity Administrator, and choose **Subscribers** from the left-hand menu.
2. Click the **Find a subscriber** icon. Type the name of the subscriber, and click the name.
3. Choose **Messages** from the left-hand menu.
4. On the **Messages** page, check the **Use MWI for message notification** box.
5. Press the **Save** button to save the entry.
6. Click the **Delete** icon on the Subscriber page to delete this subscriber.
7. Repeat the procedure for all the subscribers that you want to delete.
8. If the AvDSAD and AvDSGlobalCatalog services are not running, the SA takes the change but does not process it. You must check to make sure that these services are running.

**Note:** If you receive the above error message after you delete a subscriber from Cisco Unity and re-import it, you need to delete the subscriber from Active Directory (AD), recreate it, and then re-import it back to the Unity server.

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## Related Information

- [Remove Unity Subscribers from Active Directory](#)
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